



IMPACT

California Department of Child Support Services

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"The facilitators modeling the course and allowing us to deliver it was the most helpful."

Joan Pillow, Madera County

"I am now ready to CSPO!"

T4T Participant

"The trainers were excellent; they knew their topics well."

Rita Ross, Sierra County

"A high caliber start."

Dan Baker,
Administration for Children and Families

CSPO Makes History

The much anticipated Child Support Program Orientation (CSPO) curriculum made its training debut June 9th in Sacramento. The Department of Child Support Services (DCSS) statewide training team presented the curriculum to 68 eager, certified trainers from throughout the state at a two week training for trainers event.

"We are making history today," said Shar Schroepfer, DCSS's Policy Branch Chief, in her opening remarks. "For the first time ever we are able to offer LCSAs a state directed, uniform, carefully planned training program."



During the first week of the course, the statewide training team delivered the curriculum to participants in the same way that it would be delivered to new employees with up to three months tenure. During the second week, participants demonstrated what they learned by presenting the curriculum themselves with guidance and feedback from the training team and their peers.



Participants rated the event highly, citing the superiority of the CSPO materials and

the excellence of the statewide training team.

"The course materials were clear and concise," said Sharrell Williams of Los Angeles County.

Kudos From Feds on CSPO

Dan Baker, Administration for Children and Families had high praise for the CSPO curriculum and the train the trainers event, calling it "a high caliber start."

"I share the appreciation expressed several times throughout the week for the quality of the presentation, especially the way the team was well prepared, had high expectations of the class, and communicated the sense that a lot is riding on having the training program in place and functioning well."

Baker complimented the training for emphasizing customer service and effectively showing the relationship between federal performance and compliance measures, and DCSS goals.

*CSPO Masters
also on DCSS
Website!*

*CSPO certified
trainers to certify
others to deliver
CSPO curriculum.*

GOT CSPO?

TPU Mails CSPO Masters

CSPO master training packages have been mailed and each training coordinator should have one by now. The packages include the Trainer Guide, Participant Resource Guide, videos, PowerPoint presentations, exercises, handouts, and other materials required for the course. Please notify the Training and Procedures Unit if yours has not arrived by August 30th.

Each One Train One

Trainers who earned their CSPO certification at the recent training for trainers event are expected to certify other trainers in their regions to deliver the curriculum.

"Due to budget constraints and other considerations, we will be focusing in the coming years on regional training rather than on the statewide events," said Shar Schroepfer, DCSS Policy Branch Chief.

"It is important that we develop a cadre of certified CSPO trainers in each region, and the best way to do that is to have our first group of certified trainers train the other trainers," said Schroepfer.

Training coordinators should notify the CSPO Point of Contact as events are scheduled.

CSPO Yes, TCP No

Good news, CSPOteers! Trainers who completed the CSPO training for trainers are certified to train other certified trainers to deliver CSPO. They are not certified, nor are they expected to facilitate the Trainer Certification Program (TCP). The TCP offers the first level certification for those who will deliver training.

Contact the Training and Procedures Unit should you have any questions.

Special Delivery for LCSAs



The CSPO curriculum incorporates new regulations and policies, as well as newly standardized processes, procedures, forms and acronyms.

DCSS strongly recommends that a CSPO overview consisting of the Big Picture and Customer Service modules be presented to LCSA management. Other modules may be included in the overview at LCSA discretion.

LCSA management should determine if the overview or the full curriculum should be delivered to existing LCSA staff, and if it should be offered to all staff, or only staff in certain functions or at certain levels.

By January 2004, all LCSAs should be prepared to deliver CSPO to new employees within three months of their appointments.

CSPO Training Early Birds

Congratulations to Jennifer Young, Training Coordinator, Del Norte County, for conducting the state's first CSPO training July 7-9, 2003.

Jennifer's 2 ½ day event training was successful.

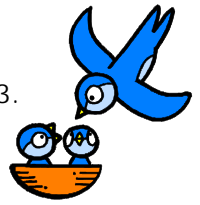
"I didn't have any problems," she said.

Congratulations are also in order for Annette Coke and Lawrence Navarro, training coordinators for Kings and Tulare Counties respectively. Annette and Lawrence teamed up to deliver CSPO to 3 new employees July 14-16.

Their event was also a success. "Having two trainers do this event allowed us to take breaks from talking all day," Annette said.

Lawrence and Annette were pleased with participant feedback. "One participant who had been in the agency for two weeks shadowing staff, stated she felt the course pulled together everything she had seen and heard and placed it into context," Annette said.

Kudos also to the team of Darrel McGowan and Mitchell Hurd, Monterey County. They presented a 3 day CSPO session to 8 new employees, July 21-23.



New CSPO Guru

Got a CSPO question on establishment you can't answer? Found an error—heaven forbid—in intake? Need assistance giving your first CSPO course?

What is one to do?

Contact Tara Goodman. Tara is DCSS's point of contact for all questions, comments, and feedback related CSPO.

"We are very pleased to have Tara serve in this capacity," said Kim Krazynski, manager of the Training and Procedures Unit. "She is a remarkable resource."

Knows How to Find Answers

Tara served on the Core Curriculum Development Project as workgroup lead for the intake module. She has 19 years of experience in child support services, and is a certified trainer.

She insists that she doesn't really know everything there is to know about child support services (there are those who think she's merely being modest). But she maintains that she certainly knows how to find answers.

How to Get Help

Simply complete the CSPO Request for Assistance form included in the master curriculum package and forward it to Tara by e-mail at tara.goodman@dcss.ca.gov. Tara can also be reached by phone at (916) 464-5484.



*Don't despair!
Call Tara
Goodman
(916) 464-5484*

Welcome Kelly!

TPU Welcomes Kelly York



The Training and Procedures Unit is pleased to welcome Kelly York to the statewide training team.

"Kelly will be a tremendous asset to the unit," said the unit's manager, Kim Krazynski. "She has a wealth of knowledge in strategic planning and curriculum development."

Kelly comes to DCSS from the Commission on Peace Officer Standards and Training (POST). POST establishes the minimum hiring and training standards for all California peace officers.

Kelly worked at POST for over 10 years; the last seven of which were in the Basic Training Bureau where she developed and maintained the training standards for over 10 entry-level training courses.

Those courses included the police academy, reserve peace officer academy, specialized investigator academy, supplemental training for DA investigators, public safety dispatcher basic training, and an on-the-job training program for patrol officers.

These courses ranged from 32 hours of instruction to a maximum of 730 hours of instruction.

Kelly can be reached at (916) 464-5513, or kelly.york@dcss.ca.gov.

Training Goes Regional

Noticed a new look to your local training organization?

No, it's not the wallpaper—DCSS training has gone regional.

"The complexity and cost of providing a state directed, uniform, carefully planned, and executed training program that is consistent in all counties demanded an organization that allows LCSAs to pool resources regionally," said Krazynski, Manager of DCSS's Training and Procedures Unit.

The six training regions correspond to the existing administrative units. Each region has a chairperson, secretary, and a Minimum Continuing Legal Education (MCLE) coordinator.

The chairperson will take a leadership role in developing and managing the regional training process, coordinating local staff participation on curriculum development projects, and ensuring that the region meets trainer certification program requirements.

The regional secretary supports these efforts by documenting regional meetings, publicizing regional events and maintaining the regional training calendar. The MCLE coordinator assures that MCLE program standards are met.



Regionalization allows for the pooling of resources.



CSDA Training & Education Committee

Think of the last DCSS training event you attended. You may not have noticed, but CSDA's Training and Education Committee was busy working behind the scenes.

Long before the date of the event, the Training and Education committee was consulting, facilitating the flow of information between the LCSAs and DCSS and coordinating event logistics. During the event, the friendly person staffing the sign in table was likely from the committee, as well as the person coordinating the evaluation process.

That's because assisting DCSS in developing, delivering, and maintaining a quality statewide training program is a key function of the committee.

The Training and Education Committee played a significant role of support in the Core Curriculum Development Project, including the development of the CSPO curriculum. Now it is set to provide even more assistance to DCSS.

Statewide Curriculum Review Clearinghouse

The Training and Education Committee is set to take on the role of statewide curriculum review clearinghouse for all state-approved child support training except for training specific to attorneys.

Over the years, LCSAs have developed many quality curriculum products. It will be the committee's job to identify those products and facilitate their review, consolidation, and submittal to DCSS for certification for statewide implementation.

The committee will also assist DCSS by overseeing the updating of curricula when revisions are required by changes in law, rules, regulations, or policy.

Membership

The Training Committee's membership is composed of LCSA directors, regional training chairpersons, local training coordinators, DCSS and CSDA staff.

State Training Resources Unit

DCSS welcomes the Statewide Training Resource Unit (STRU). The STRU is on loan from the San Diego County Department of Child Support Services. Lead by Chris Ching, Training Administrator, STRU's responsibility will be to assist the Training and Procedures Unit with statewide training projects.

STRU members are highly skilled with extensive training backgrounds. They include Laura Rodal, Unit Supervisor, Jamie Beam, Staff Development Specialist, Donna Casey, Staff Development Specialist, Bill Smoot, Child Support Officer, and Lindy Broner, Legal Support Assistant.

The STRU will also provide support to certified trainers for the successful implementation of CSPO. Other projects the unit will work on include the design and development of the Compromise of Arrears Program training and the Office 2000 PowerPoint course and assisting the CSDA, Training and Education Committee, with the curriculum review process.

Stay tuned for regular updates on CCSAS's impact on training.

*"Congratulations!
All of you should
take pride in the
work you've
done."*

Curtis Child
DCSS Director

NCSEA Recognition

DCSS Most Improved

Each year the National Child Support Enforcement Association (NCSEA) recognizes outstanding achievements in child support enforcement. This year NCSEA honored the California Department of Child Support Services as the most improved program.



"This is a significant recognition of the work that DCSS staff and our local child support agencies have accomplished in the last three years," said Curt Child, DCSS director. "All of you should take great pride in the work you've done, and that your peers recognize you for it."

The award was presented at the NCSEA 52nd Annual Training Conference & Expo on August 5, 2003, in Orlando, Florida.

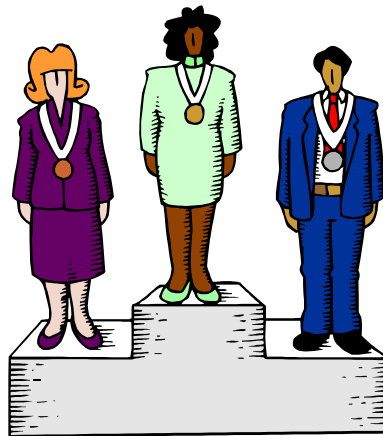
Terri Love Outstanding Manager

Also honored was Terri Love, Assistant Director Child Support Services, Shasta County. Terri was named the manager of the year.

Honorable Mentions

Fresno and Contra Costa Counties received Honorable Mentions in the program awareness category.

Tell Us About Your Super Stars



Do you have a staff person whose middle name is Customer Service, or one who consistently goes above and beyond the call of duty? How about one who used a special blend of knowledge, skills, creativity, and a whole lot of gumption to solve a problem, prevent a problem, or manage a problem in such a way that it brought tears of joy to your eyes?

Let us know. Send your staff kudos stories to IMPACT editor Terris Grimes at terris.grimes@dcss.ca.gov along with a photograph and we'll publish them.

We also welcome your story ideas and feedback.

Miscellaneous

IMPACT is published quarterly on the following schedule:

- September--November 2003
- December 2003--February 2004 (Deadline November 14)
- March--May 2004 (Deadline February 13)
- June--August 2004 (Deadline May 14)

We encourage you to submit stories and ideas, but please be mindful of our submittal deadlines.

Now for a little training humor.



"I think the training will be great — just what our people need. But could you cut it down to two hours?"

Cartoon by John Moore
Director of Professional Development
Montana Department of Administration

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